

**Saint Paul Regional Water Services (SPRWS)**  
**Water Distribution Supervisor Job Family Competency Matrix**  
(Each competency builds upon the other as the class series progresses.)

Effective Date: January 8, 2009

Classification Titles	Water Distribution Supervisor I (formerly Water Service Supervisor) Occ. Code: 391B B.U. 10, Grade 036 <a href="#">Salary Info</a>	Water Distribution Supervisor II (formerly Water Utility Mains Supervisor) Occ. Code: 392B B.U. 10, Grade 038 <a href="#">Salary Info</a>	Water Distribution Supervisor III  Occ. Code: 369B B.U. 10, Grade 040 <a href="#">Salary Info</a>
General Duty Statement	Performs responsible supervisory work and participates in the installation and maintenance of water service connections, street repair, and underground leak investigations and repair. Supervises, leads, and trains subordinates in work methods, policies, and procedures. Ensures that materials, supplies, and equipment are available for each job. Dispatches "turn on and off" and emergency crews. Maintains records of working plans, time records, and materials and equipment used. Performs related duties as required.	Performs responsible supervisory work planning, directing and coordinating the work of crews engaged in the installation and maintenance of water mains and appurtenances in the water distribution system. Supervises, leads, and trains subordinates in work methods, policies, and procedures. Supervises the maintenance and installation of water mains, hydrants, valves, offsets, air vents and ductile iron service connections. Supervises the digging of trenches and excavation sites. Determines proper safety and traffic control procedures for each job. Detects leaks in mains and large-service connections and supervises the repair of such leaks. Maintains records of completed work. Performs related duties as assigned.	Performs highly-responsible supervisory work in planning, directing, and coordinating work crew schedules and assigning personnel to work crews. Plans and coordinates distribution construction work projects. Provides guidance and assistance to supervisors regarding work methods, policies, and procedures. Assists supervisors with daily work and project assignments. Serves as a communication liaison with the general public and professional staff. Coordinates responses to the public and governmental jurisdictions and agencies. Performs related duties as required.
Supervision Received	Works under the general, and/or administrative supervision and direction of a manager or department director.	Works under the general, and/or administrative supervision and direction of a manager or department director.	Works under the general, and/or administrative supervision and direction of a manager or department director.
Supervision Exercised	Exercises technical, general, and/or administrative supervision over assigned staff.	Exercises technical, general, and/or administrative supervision over assigned staff.	Exercises technical, general, and/or administrative supervision over assigned staff.

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<b>Technical Expertise</b> <i>Practices, Policies, and Procedures</i>	<p>Demonstrates a full understanding of the current organization structure, policies, and procedures of the division and the city. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper distribution construction activities, installing water services and appurtenances.</p> <p>Demonstrates an ability to apply this understanding to a full-range of work assignments and demonstrates to others how to apply this understanding.</p> <p>Demonstrates an advanced understanding of the needs of various facilities and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to lift and maneuver equipment, tools, and supplies of up to 50 pounds.</p> <p>Demonstrates an intermediate ability to evaluate the work of staff, to coach and train them in a constructive way for improved performance, conducts performance evaluations for staff supervised, and holds staff accountable when work does not meet expectations.</p>	<p>Demonstrates an advanced understanding of the current organizational structure, policies, and procedures of the division and the city. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper installation, maintenance, and management of water main facilities and programs under their control.</p> <p>Demonstrates an advanced understanding of the needs of various facilities, assets, and programs, and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an advanced understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to independently evaluate the work of staff, to coach and train them in a constructive way for improved performance, conducts performance evaluations for staff supervised, and holds staff accountable when work does not meet expectations.</p> <p>Demonstrates an ability to lift and maneuver equipment, tools, and supplies of up to 50 pounds.</p> <p>Demonstrates an ability to construct, maintain, and manage all activity budgets under their jurisdiction.</p> <p>Demonstrates an intermediate ability to evaluate the work of staff, to coach and train them in a constructive way for improved performance, conducts performance evaluations for staff supervised, and holds staff accountable when work does not meet expectations.</p>	<p>Demonstrates an expert understanding of the current organizational structure, policies, applicable labor contracts, and procedures of the division and the city. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper maintenance/management of facilities and programs under their control. Demonstrates an ability to plan and schedule overtime work hours and to configure and direct work crews and staff installing and maintaining the water distribution system.</p> <p>Demonstrates an expert understanding of the needs of various facilities, assets, and programs, and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities. Demonstrates an ability to review maintenance activities and services to determine additional needs or changes and make recommendations to higher-level management as needed.</p> <p>Demonstrates an understanding of and an expert ability to research the most current and effective work methods and instruct others in such best practices.</p> <p>Demonstrates an expert ability to independently evaluate the work of lower-level supervisors and field staff, to coach and train them in a constructive way for improved performance, and to hold them accountable when work does not meet expectations. Demonstrates an ability to conduct performance evaluations for direct report staff, review performance evaluations completed by subordinate supervisor, and maintain up-to-date personnel records.</p> <p>Demonstrates an ability to lift and maneuver equipment, tools, and supplies of up to 50 pounds.</p> <p>Demonstrates an expert ability to construct, maintain, and manage all activity budgets under their jurisdiction.</p>

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<b>Technical Expertise</b> <i>Technology</i>	<p>Demonstrates an ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an understanding and an ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>	<p>Demonstrates an advanced ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an advanced understanding and ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p>	<p>Demonstrates an advanced ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the most complex, work-related challenges.</p> <p>Demonstrates an understanding and an advanced ability to use a range of current and modern, job-related equipment, computer software applications, and best practices. Demonstrates the ability to use common computer software such as spreadsheets and word processing tools. Demonstrates an ability to read and interpret blueprints.</p> <p>Demonstrates an expert ability to work cooperatively with the IS department to improve workplace effectiveness and efficiency. Demonstrates an ability to make improvements to business processes.</p> <p>Demonstrates an expert ability to conduct periodic inspections to see that the maintenance of equipment and facilities are in accordance with established standards.</p>
<b>Technical Expertise</b> <i>Legal Requirements</i>	<p>Demonstrates an understanding and an ability to apply related laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an ability to identify the full range of risks and liability implications, and to apply expertise in minimizing associated risks and to refer the legal issues to a higher supervisor, manager, or the City Attorney's Office.</p> <p>Demonstrates an advanced ability to follow, train, and coach others in established safety practices, proper operation and maintenance procedures, and care of equipment.</p>	<p>Demonstrates an understanding and an advanced ability to apply related laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an advanced ability to identify the full range of risks and liability implications, to apply expertise in minimizing associated risks, and to refer the legal issues to a manager or the City Attorney's Office</p> <p>Demonstrates an advanced ability to follow, train, and coach others in established safety practices, proper operation and maintenance procedures, and care of equipment.</p>	<p>Demonstrates an advanced understanding and an expert ability to apply related laws, rules, regulations, standards, manufacturers' specifications, policies, and procedures applicable to the work.</p> <p>Demonstrates an expert ability to identify the full range of risks and liability implications, to apply expertise in minimizing associated risks, and to refer the legal issues to a manager or the City Attorney's Office.</p> <p>Demonstrates an expert ability to train staff and oversee work crews using established safety practices, proper operations and maintenance procedures, and care of equipment.</p>

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<b>Project and Program Management, Prioritization, Planning, and Finances</b>	<p>Demonstrates a basic performance understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates a full performance ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates a full performance ability to independently prioritize one's own work and the work of others.</p> <p>Demonstrates a full performance ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an ability to identify improvements in work processes and procedures and apply them in daily work.</p> <p>Demonstrates an advanced ability to plan, coordinate, monitor and manage staff.</p> <p>Demonstrates an ability to develop factors for measuring success in an assigned area of responsibility.</p> <p>Demonstrates a full ability to supervise staff on a work crew and staff related to distribution construction activities</p>	<p>Demonstrates a full understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an advanced ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an advanced ability to independently prioritize one's own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an advanced ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an advanced ability to effectively and thoroughly analyze and organize detailed and complex information.</p> <p>Demonstrates an expert ability to identify and resolve the most complex challenges associated with the facilities, assets, and resources under their control. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an advanced ability to plan, coordinate, monitor, and manage staff. Demonstrates an ability to develop factors for measuring success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an advanced ability to direct distribution staff in providing and maintaining quality facilities, assets, and programs under their jurisdiction.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an expert ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an expert ability to independently prioritize one's own work and the work of others, including scheduling work crews and assigning staff and resources.</p> <p>Demonstrates an expert ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an advanced ability to identify hazardous situations or dangerous sites and take the appropriate course of action.</p> <p>Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information. Demonstrates an advanced ability to work with professional staff in the designing and planning of operational improvements. Demonstrates an expert ability to identify and resolve the most complex challenges associated with the facilities, assets, and resources under their control. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an advanced ability to develop strategic planning strategies which incorporate division and section priorities, assisting in evaluating and developing the mission and vision for the division.</p> <p>Demonstrates an expert ability to plan, coordinate, monitor, and manage staff. Demonstrates an ability to develop factors for measuring success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an expert ability to guide and direct first line supervisors, crew leaders, and other staff in providing and maintaining quality facilities, assets, and programs under their jurisdiction</p>

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<b>Communication</b>	Demonstrates a full performance ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to respond to a variety of complaints in verbal and written form.	Demonstrates an advanced ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.	Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.
	Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.	Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.	Demonstrates an expert ability to consistently follow complex oral and written instructions from management staff.
	Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.	Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.	Demonstrates an advanced ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.
	Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.	Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.	Demonstrates an advanced ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, other city and governmental agencies, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.
	Demonstrates an ability to produce timely, accurate, and effective reports, time sheets, work orders, memoranda, and other correspondence to ensure proper communication with staff, associates, and management.	Demonstrates an ability to foster two-way communication, to seek out, listen, and be open to the views or suggestions from staff, associates, and management.	Demonstrates an expert ability to foster two-way communication, to seek out, listen, and be open to the views or suggestions from staff, associates, and management.
	Demonstrates an ability to coordinate and communicate with direct supervisor on a daily basis or as needed.	Demonstrates an advanced ability to provide clear, sufficient, and timely information to staff about plans, expectations, tasks, and activities.	Demonstrates an expert ability to provide clear, sufficient, and timely information to staff about plans, expectations, tasks, and activities.
		Demonstrates an expert ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.	Demonstrates an advanced ability of both written and verbal ability to appropriately respond to information requests from internal and external customers in a timely manner.
		Demonstrates an expert ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.	Demonstrates an advanced ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.
		Demonstrates an advanced ability to draft written communication that is easily understood by the intended audience.	Demonstrates an advanced ability to draft and write reports and other written communication that is easily understood by the intended audience.

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<p style="text-align: center;"><b>Teamwork, Management, and Leadership</b></p>	<p>Demonstrates an ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p>	<p>Demonstrates an advanced ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p>	<p>Demonstrates an expert ability to lead work teams and support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised. Demonstrates an ability to lead and direct resources in the case of emergency situations.</p>
	<p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests.</p>	<p>Demonstrates an ability to create and maintain a positive working environment by sharing expertise with team members, fostering safe work practices, and developing a trusting work relationship with and among team members.</p>	<p>Demonstrates an expert ability to create and maintain a positive working environment by sharing expertise with team members, fostering safe work practices, and developing a trusting work relationship with and among team members.</p>
	<p>Demonstrates a commitment to achieve a diverse work force that reflects the service area as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p>	<p>Demonstrates a commitment to achieve a diverse work force that reflects the service area as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p>	<p>Demonstrates a commitment to achieve a diverse work force that reflects the service area as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p>
	<p>Demonstrates an ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees.</p>	<p>Demonstrates a full ability to manage priorities and work performance to achieve desired results. Demonstrates an advanced ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p>	<p>Demonstrates an expert ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p>
	<p>Demonstrates an ability to establish and maintain a positive working relationship with the manager and other supervisors by supporting two-way communications, and producing consistent results.</p>	<p>Demonstrates an ability to establish and maintain a positive working relationship with the manager and other supervisors producing consistent results, advocating for the crew when appropriate, and offering expertise to improve processes, systems, and the organization.</p>	<p>Demonstrates an expert ability to establish and maintain a positive working relationship with the manager and other supervisors producing consistent results, advocating for the crew when appropriate, and offering expertise to improve processes, systems, and the organization.</p>
	<p>Demonstrates a full range of leadership skills by effectively balancing their primary work assignment with responsibilities as a member of the management team.</p>	<p>Demonstrates an advanced ability to lead and train others to make ethical decisions and choices, to be innovative, and challenge old ways of thought when appropriate.</p>	<p>Demonstrates an expert ability to lead and train others to make ethical decisions and choices, to be innovative, and challenge old ways of thought when appropriate.</p>
	<p>Demonstrates an ability to make ethical decisions and choices, be innovative, and challenge old ways of thought when appropriate.</p>		



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<b>Customer Service</b>	<p>Demonstrates a full understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement.</p> <p>Demonstrates respect for the diversity of customers, both internal and external. Demonstrates a commitment to continuously improve customer service.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise, and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members.</p>	<p>Demonstrates an advanced understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement.</p> <p>Demonstrates respect for the diversity of customers, both internal and external. Demonstrates a commitment to continuously improve customer service.</p> <p>Demonstrates an advanced ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public.</p> <p>Demonstrates an advanced ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an ability to train and coach others in effective customer service strategies and encourages others to continually improve customer service.</p>	<p>Demonstrates an expert understanding of the mission and vision of the organization and the associated customer service performance expectations. Demonstrates SPRWS' customer service standards for responsiveness, empathy, honesty, respectfulness, and acknowledgement.</p> <p>Demonstrates respect for the diversity of customers, both internal and external. Demonstrates a commitment to continuously improve customer service.</p> <p>Demonstrates an expert ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an advanced ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public.</p> <p>Demonstrates an expert ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates an advanced commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an ability to train and coach others in effective customer service strategies and encourages others to continually improve customer service.</p> <p>Demonstrates an ability to improve customer service methods by willingly attending training in that regard.</p>

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<p style="text-align: center;"><b>Education, Certification, and Registration</b></p>	<p>High School Diploma or General Education Development Certificate (GED). Must obtain twelve (12) college semester credits, three (3) college semester credits must be in supervisory management, within three (3) years of appointment.</p> <p><b>Acceptable college semester credits include:</b> Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must have two years of experience as a Water System Worker II in Water Distribution or equivalent, or three years of experience as a Water Utility Worker II in Water Distribution or equivalent, or five years of experience as a Water Utility Worker I or Water System Worker I in Water Distribution or equivalent.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>High School Diploma or General Education Development Certificate (GED). Must have twelve (12) college semester credits, three (3) college semester credits must be in supervisory management.</p> <p><b>Acceptable college semester credits include:</b> Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must have four (4) years of experience as a Water Distribution Supervisor I in Water Distribution or equivalent, or six years of experience as a Water System Worker II in Water Distribution or equivalent.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p><b>Note:</b> Individuals currently holding the Water Distribution Supervisor I (formerly Water Service Supervisor) class title as of September 2, 2008 are not required to obtain the twelve (12) semester credit, three (3) college semester credits must be in supervisory management, until December 2011 to compete for Water Distribution Supervisor II openings.</p>	<p>High School Diploma or General Education Development Certificate (GED). Must have twelve (12) college semester credits, three (3) college semester credits must be in supervisory management.</p> <p><b>Acceptable college semester credits include:</b> Accounting, supervisory management, mathematics, computer science, communications, public works administration, and technical/business writing.</p> <p>Must have three (3) years experience as a Water Distribution Supervisor II in Water Distribution or equivalent or six years of experience as a Water Distribution Supervisor I in Water Distribution or equivalent.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p> <p><b>Note:</b> Individuals currently holding the Water Distribution Supervisor I (formerly Water Service Supervisor) class title as of September 2, 2008 are not required to obtain the twelve (12) semester credit, three (3) college semester credits must be in supervisory management, until December 2011 to compete for Water Distribution Supervisor III openings.</p>

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